



Bucks PSN

Basic user guide for Office 365

Outlook Web App 2010

Version 1.0

Udata Infrastructure Ltd



Document Admin

Updata Ltd Infrastructure (UK) Ltd

Classification: Public

Version	Name	Date	Comments
0.1	Ashley Russell		Draft issue for comment
1.0	Leonie Clemo	04/02/13	Version baselined

CONTENT

Requirements to use Outlook Web App (OWA) Full Version: You must use at least version 7 of Internet Explorer, Safari on Mac, and Firefox 3.X (these two achieve 99 percent feature availability). If you are using Google Chrome or Internet Explorer version 6, you will default to *OWA Light*.

- What is Outlook Web App 2010?
- Accessing OWA
- Navigating OWA
- Sections of OWA
- OWA Mail Screen
 - Your Inbox and Managing E-mail
 - Sorting Messages
 - Creating/Sending Messages
 - Add an Attachment
 - Create a New Folder
 - Move E-mail to Folders
 - Copy E-mail to Folders
- OWA Calendar
 - Customize OWA Calendar View
 - Adding an Appointment
 - Creating a Meeting Request
 - Using the Scheduling Assistant
 - Calendar Sharing
 - Adding a Calendar
- Contacts
 - Accessing Contacts
 - The Personal Contact List
 - Creating New Contacts
- Search OWA
 - How to Search
- Advanced Features
 - E-mail Signature
 - Out of Office Messaging
 - Set Mail Rules
 - Sign Out

What is Outlook Web App 2010?

The Outlook Web App (OWA) allows you to access your BucksGfL e-mail and calendar from any computer that has internet access via a web browser.

To access OWA:

Please Note:

Before April 1st 2013 the email platform URL will be <http://webmail.BucksGfL.org.uk>.

On and after the April 1st 2013 it will be: <http://mail.BucksGfL.org.uk>

1. Go to <http://webmail.BucksGfL.org.uk> before April 1st 2013
Go to <http://mail.BucksGfL.org.uk> on or after April 1st 2013
2. Enter your user name and password in the boxes. Then click Sign In. You are now signed in to OWA.

Welcome to the BucksGfL Webmail Service

Type your user name and password.

User name:

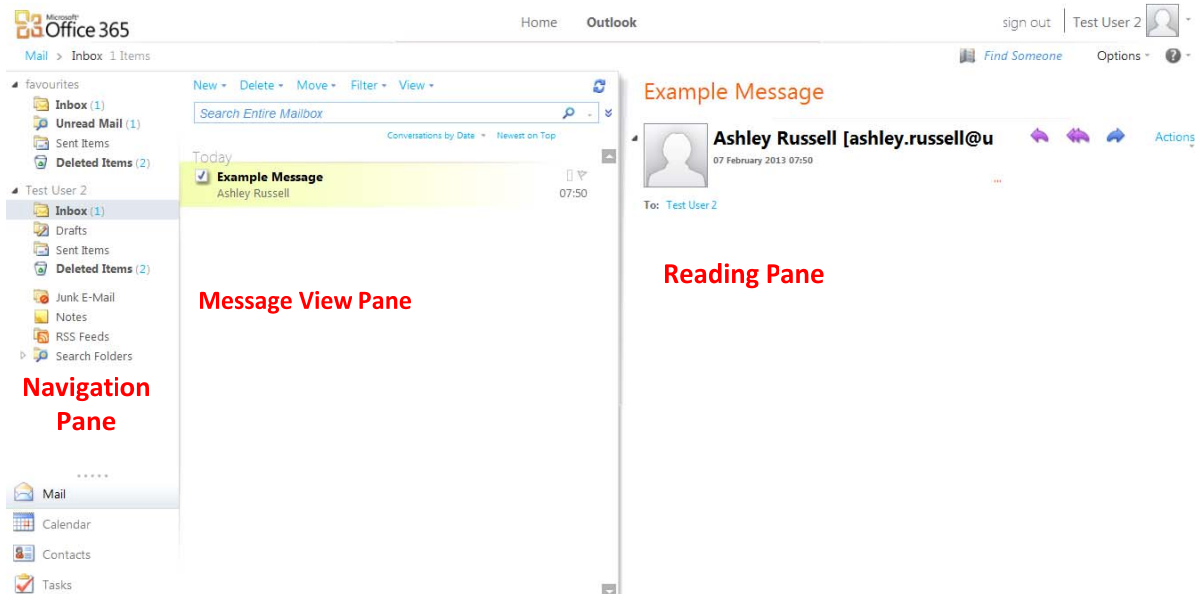
Password:

@bucksgfl.org.uk

Navigating OWA

OWA is designed to closely mimic the look and feel of Outlook 2010. The Mail screen is divided into three panes: The *Navigation Pane*, *Message View Pane*, and *Reading Pane*.

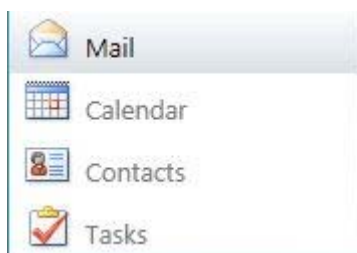
The *Navigation Pane* contains mail folders and provides easy access to Calendars, Contacts, and Tasks. The *Message View Pane* functions as the inbox and contains all received mail. The *Reading Pane* displays the contents of a selected message.



Sections of OWA

Click on the selection tab to access the various tools in OWA

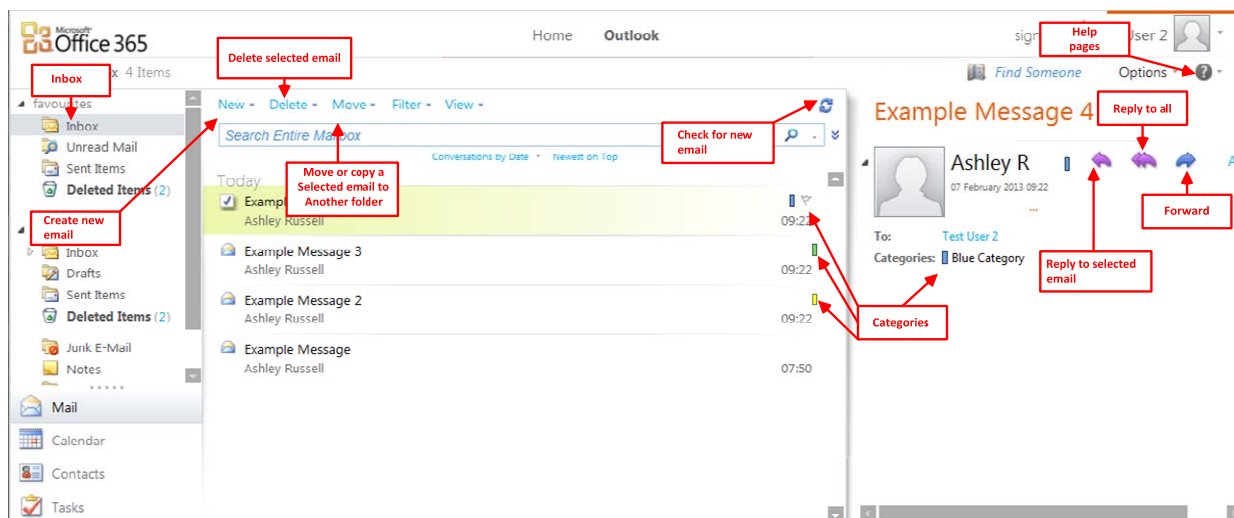
- Mail - Compose, send, read, and reply to e-mails.
- Calendar - Create and manage appointments and meetings.
- Contacts - Manage and store contact information.
- Tasks - To-do items with optional reminders.



OWA Mail Screen

Your Inbox and Managing E-mail

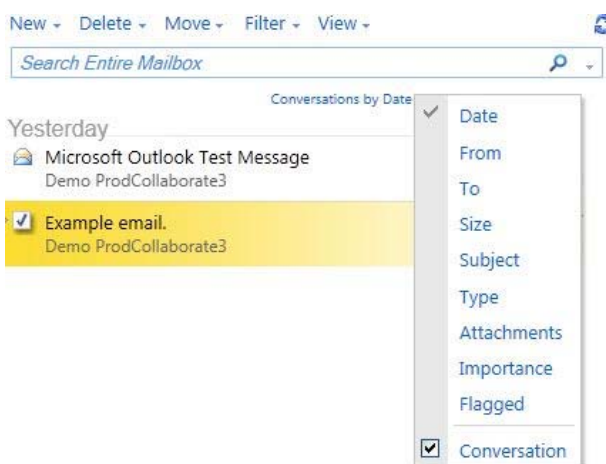
The inbox allows you to send, receive, and archive e-mail. The following image illustrates the tools available in the inbox.



Sorting Messages

To sort your messages:

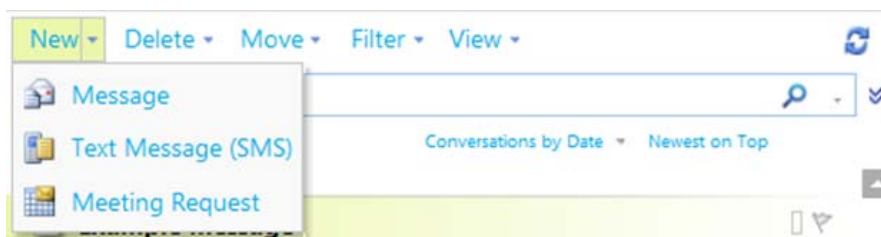
1. *Click Conversations by Date.*
2. *Select the criteria you wish to sort by from the Drop Down List.*



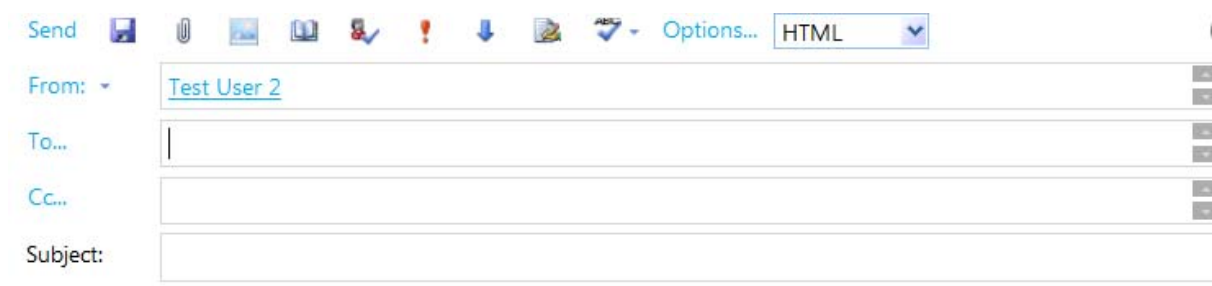
Creating/Sending Messages

To create a message

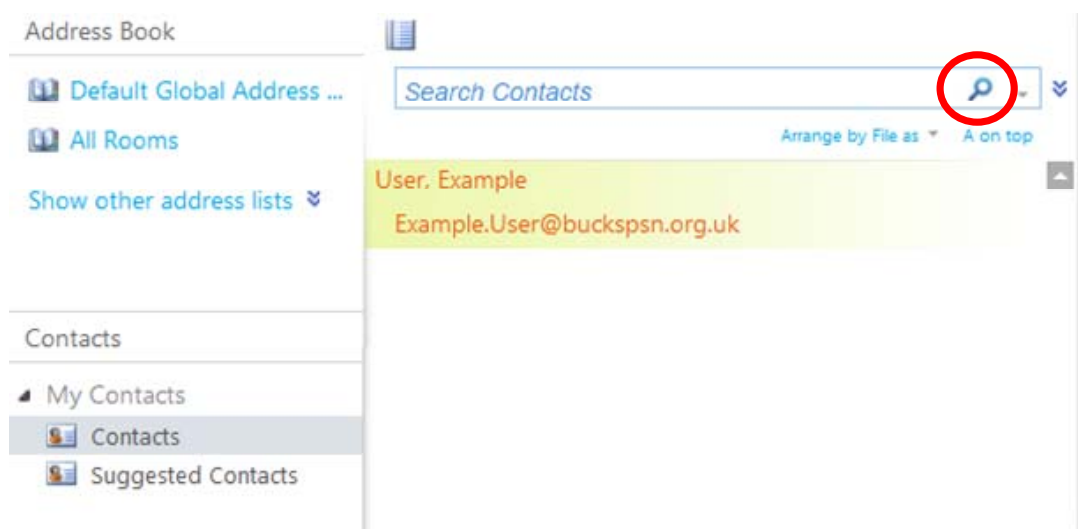
1. Click on the New button in the toolbar and choose Message.



2. Type an e-mail address in the To: field.
 - o If you have sent a message to this address before, the Auto Complete feature will display the address. Click on the displayed address to auto-populate the To: field.



- o To look up an address, Click the To: to open your Contacts. Type the name of the person you would like to find and Click the Magnifying Glass.



You will see a list of possible addresses. Click the address you are looking for, then click the To, Cc or Bcc icons at the bottom of the screen to add the selected address to that field. You may search for more than one address.

3. Click OK when you are finished gathering addresses.

The screenshot shows the 'Address Book' window. On the left, under 'My Contacts', the 'Contacts' folder is selected. The main area displays a search bar 'Search Contacts' and a list of contacts. One contact, 'User, Example', is highlighted in yellow, showing the email address 'Example.User@buckspn.org.uk'. Below the contact list, the 'Message recipients:' section is visible. It has three fields: 'To ->', 'Cc ->', and 'Bcc ->'. The 'To ->' and 'Cc ->' fields both contain the email address 'Example.User@buckspn.org.uk;'. A red circle is drawn around the 'To ->' and 'Cc ->' labels.

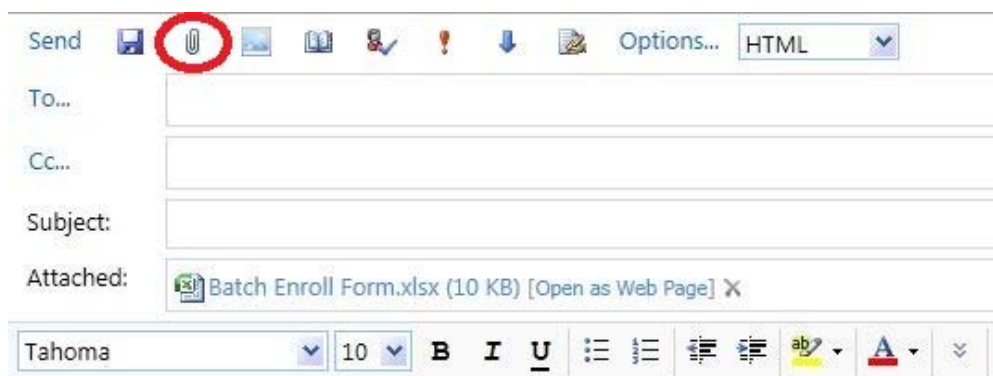
4. Add a subject and body to your message, and click Send to send the message.

The screenshot shows the email composition window. At the top, there is a 'Send' button and a toolbar with various icons. Below the toolbar, the 'From:' field is set to 'Test User 2'. The 'To...' field contains 'Example.User@buckspn.org.uk;'. The 'Cc...' field, which is highlighted in green, also contains 'Example.User@buckspn.org.uk;'. The 'Subject:' field is empty. At the bottom, there is a text area for the message body. The text area has a font face dropdown set to 'Tahoma' and a font size dropdown set to '10'. To the right of the font settings are buttons for bold (B), italic (I), underline (U), bulleted list, numbered list, decrease indent, increase indent, text color (ab), and background color (A).

Add an Attachment

1. Click on the Paper Clip icon.
2. Browse your computer and click the file you want to attach.
3. Click open.

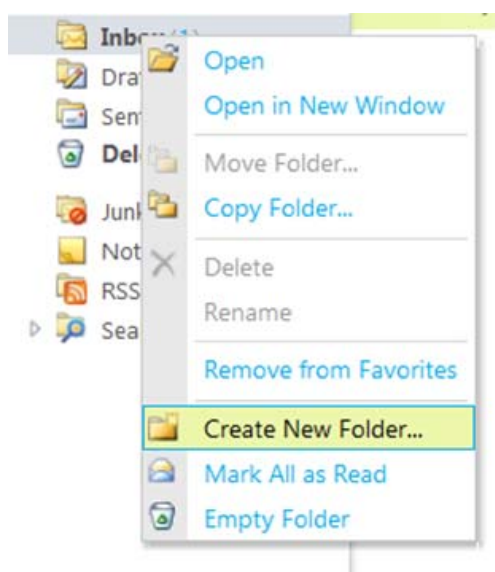
4. Your file is now attached to your message.



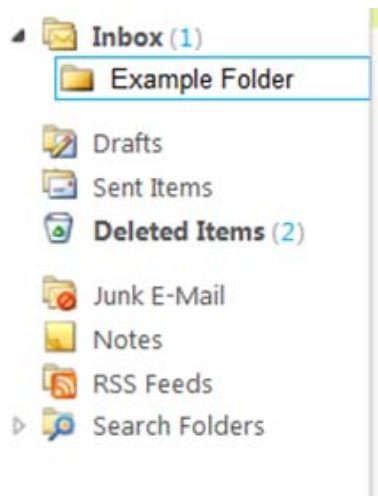
Create a New Folder

Creating new folders allows you to store your messages in an organized way.

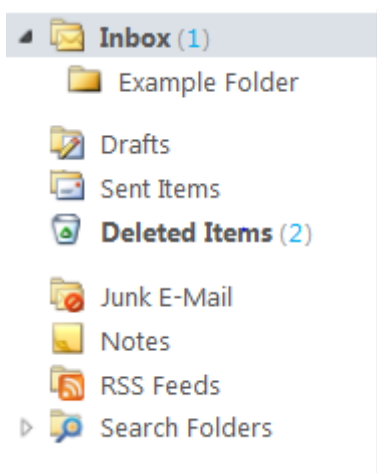
1. In the navigation pane, *right click* on the **folder** that will contain your new folder.
2. *Click* create new folder from the drop down menu.



3. *Type* a **name** for the new folder, and *press enter* on your keyboard.



4. The new folder has been created.

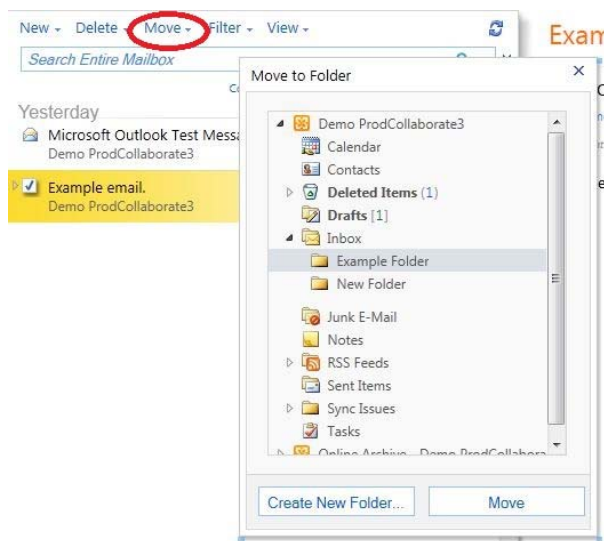


Move E-mail to Folders

Moving e-mail removes a message from the message pane and places it in the destination folder.

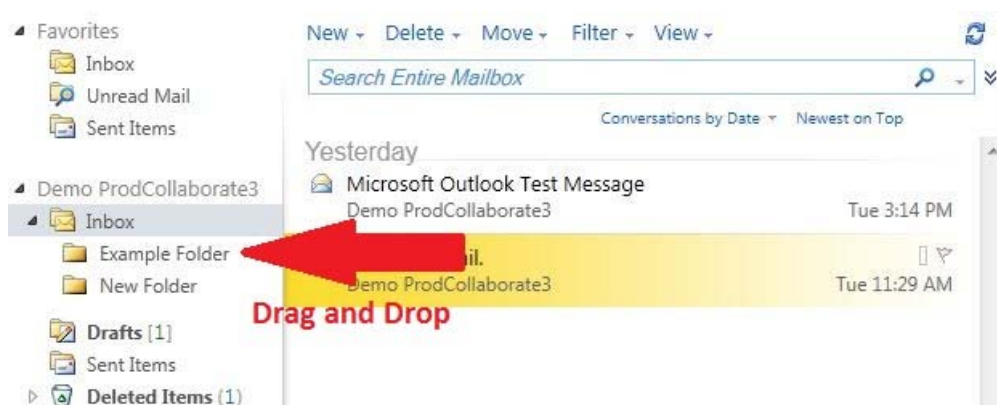
1. *Click* on the **e-mail** you want to move.
2. *Click* on the **move** dropdown menu.

- Click the destination folder from the list that appears.



OR

- Drag and drop* the e-mail you want to move into the destination folder.

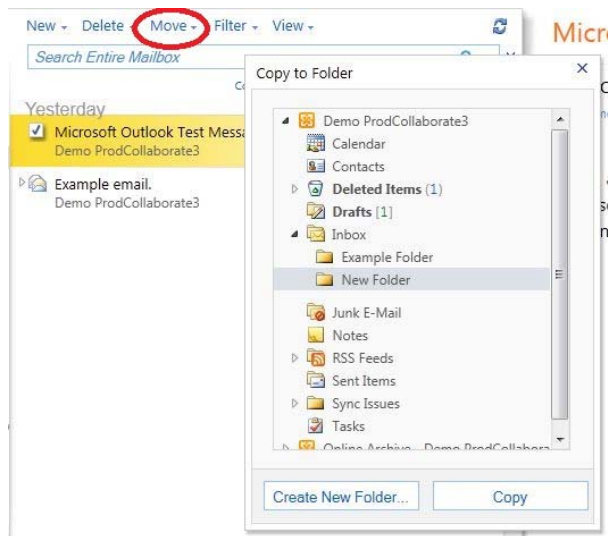


Copy E-mail to Folders

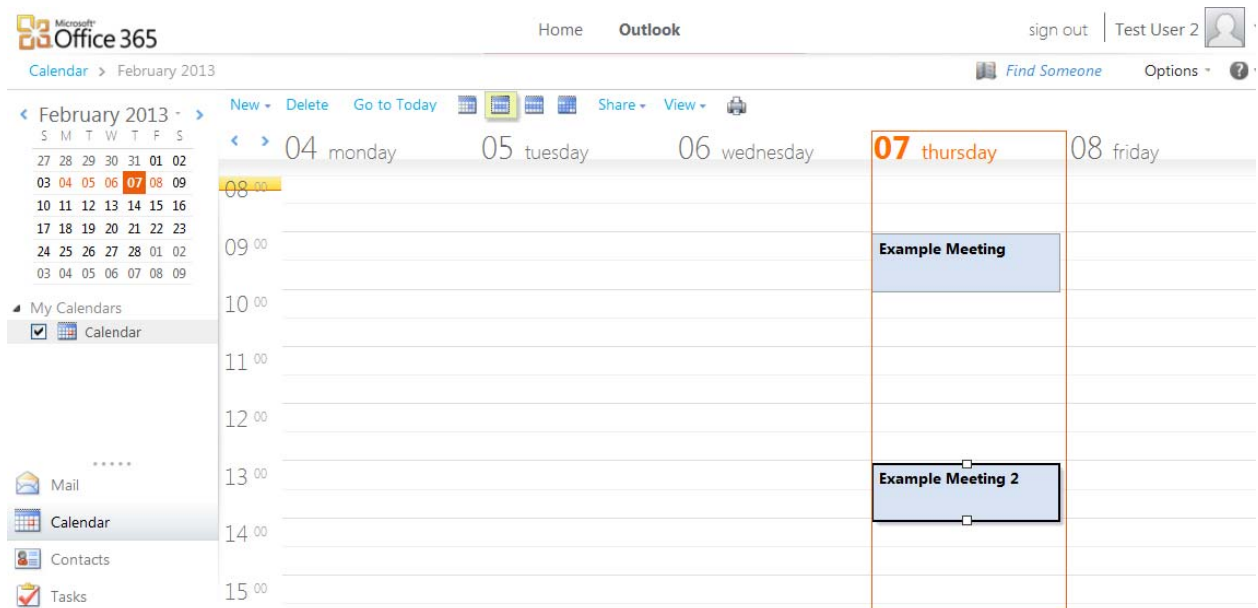
Copying e-mail leaves the original message in the message pane and places a copy in the destination folder.

- Click on the e-mail you want to copy.
- Click on the **move** dropdown menu.
- Click **Copy Folder**.
- Select the destination folder in the new window that appears.

5. Click Copy.



OWA Calendar

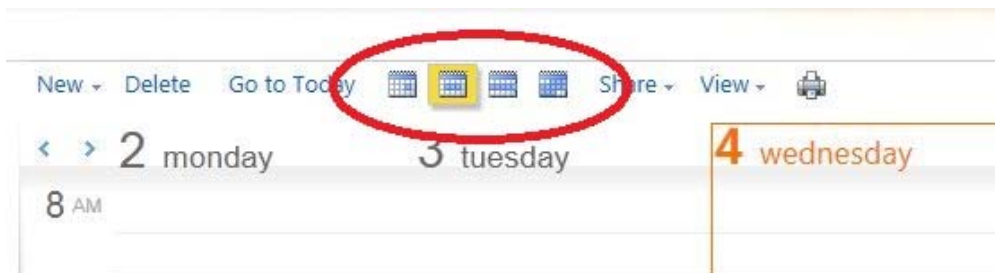


Customize OWA Calendar View

OWA has four views you can use to display your schedule and appointments:

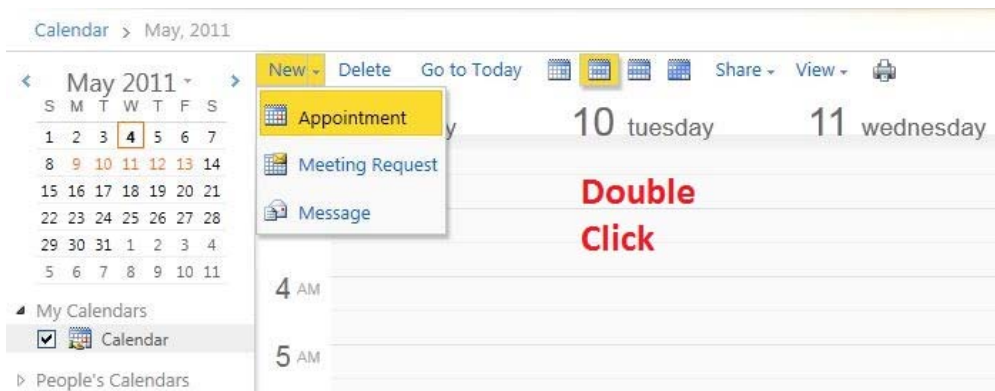
- Day View - Displays a single day's appointments by the hour.
- Work Week View - Displays appointments in a 5 day format: Monday through Friday.
- Week View - Displays appointments for the entire week: Sunday through Saturday.

- Month View - Displays appointments for the entire month.



Adding an Appointment

1. Click **New** on the Calendar Toolbar.
 2. Click **Appointment** in the drop down menu
- OR
- Double click* on the **date of the appointment** on the calendar.



3. In the Appointment window:
 1. Type a **subject** for the appointment.
 2. Type a **location**.
 3. Select a **start and end time/date**.
 4. Turn **reminder** on/off and *select* how far in advance of the appointment it triggers.
 5. Add more **details** in the body section of the window.
 6. Click **Save and Close**.

- The appointment is now visible in your calendar.

Save and Close

Appointment: Scheduling Assistant

Subject: Morning Meeting

Location: Conference Room A

Start time: Tue 5/10/2011 9:00 AM ☐ All day event

End time: Tue 5/10/2011 10:00 AM

☒ Reminder: 15 minutes Show time as: Busy ☐ Private

Tahoma 10 B I U

Meeting Notes

Creating a Meeting Request

Meeting Request is a tool that allows you to schedule meetings and invite attendees. You receive notification when someone accepts, declines, or proposes a new meeting time.

- Click **New** on the Calendar Toolbar.
- Click **Meeting Request**. The new meeting window will open.

Calendar > May, 2011

New Delete Go to Today

Appointment

Meeting Request

Message

4 AM

My Calendars

☒ Calendar

- Type the address of people you want to invite into the **To...** field. Click **To...** to use your Contacts to find attendees.
- Click on **Resources...** and select a resource from the list to reserve a room or piece of equipment.
- Type a subject for the meeting in the **subject** field.
- Type a location for the meeting in the **Location** field. If you selected a room in Resources, it will auto-populate here.
- Select a start and end time/date.

8. *Click Send.*
9. E-mail invitations will be sent to all invitees and resources will be reserved during your scheduled time.

Using the Scheduling Assistant

The Scheduling Assistant allows you to check the availability of people and resources, displaying Free/Busy indicators for blocks of time throughout the day.

1. *Click New* on the Calendar Toolbar.
2. *Click Meeting Request.*
3. *Click the Scheduling Assistant tab.*
4. *Select* a start and end time for the meeting.
5. *Add* a name to select attendees from your Contacts.
6. *Add* a room to add a location for the meeting.

Availability is determined by each user's personal calendar. Unavailable time will appear as a purple block in the row next to an attendee's name. You can easily see when people and resources are available and select an appropriate meeting time.

- Adjusting the vertical green and red lines will change the start and end time of your meeting.
- The suggested times section on the right side of the screen will automatically populate with dates and times where all resources and people are available.

Appointment | **Scheduling Assistant** | Tracking

Start: Wed 5/4/2011 1:30 PM End: Wed 5/4/2011 2:30 PM

☒ Show only working hours

Select Attendees

- ☒ Demo ProdCollaborate:
- ☒ Demo ProdCollaborate:
- [Add a name](#)

Select Rooms

- ☒ MM Sherman 208
- [Add a room](#)

Suggested Times

May 2011

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Duration: 1 hour

Suggestions aren't provided because most

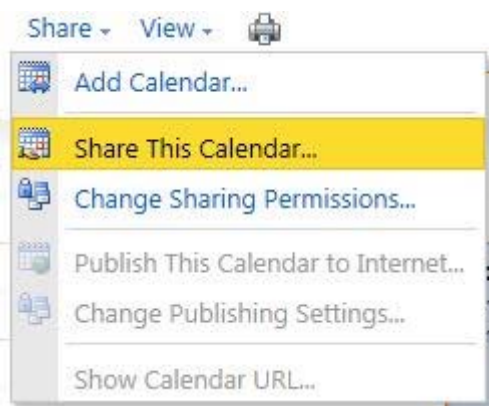
☐ Good ☐ Fair ☐ Poor

Legend: ☒ Busy ☐ Tentative ☐ Away ☐ No Information

Calendar Sharing

Sharing a calendar will allow others to have more access to your scheduling information than basic Free/Busy indicators.

1. Click **Share** on the Calendar Toolbar.
2. Click **Share a Calendar** in the drop down window.
3. Click on the calendar you wish to share.



4. Click on the **To...** button to select users to share your calendar with.
5. Add a **subject** for the invitation.
6. In the Share section, click on the level of access you wish to grant users.
7. Type text into the body if desired.

8. *Click Send.*

Send [Icons] Options... HTML

To... Demo ProdCollaborate2

Subject: I'd like to share my calendar with you

Share: [Calendar Icon] ☒ Free/busy information
☐ Free/busy information including subject and location
☐ All information
☐ I want to request permission to view the recipient's Calendar folder

Tahoma 10 B I U [List Icons] [Text Icons]

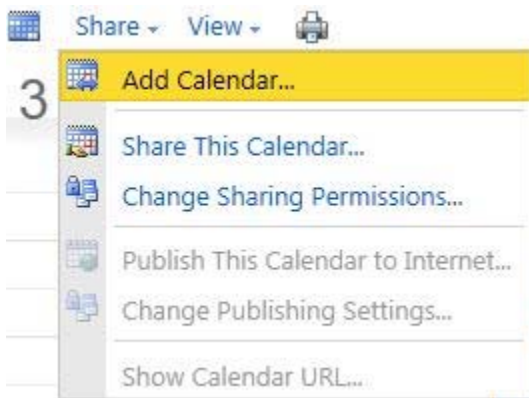
Sharing note.

9. The person(s) being invited will receive an e-mail in their inbox requesting a calendar share. In order to accept, they must *click Add This Calendar*.

Adding a Calendar

You can add anyone's calendar to your list in OWA, however in order to see more than simple Free/Busy information, you will need to request permission.

1. *Click Share* in the calendar toolbar.
2. *Click Add a Calendar*.



3. In the Add a Calendar window, *click* on Name and *select* the user you want from your Contacts.

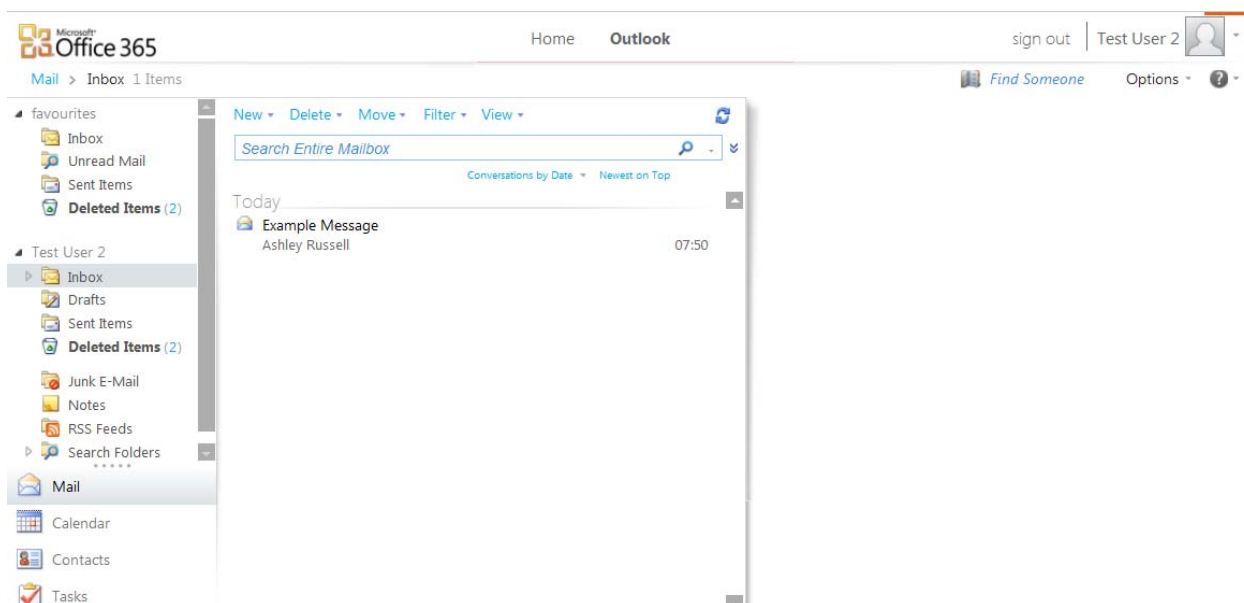
4. Click OK.

Contacts

Please Note: You will only have access to Personal Contacts and not the Global Address List. Please refer to the 'Personal Contact Export and Import Guide' to learn how to import current Contacts into OWA.

There are two ways to access contacts in OWA:

- The Contacts menu item in the bottom left will open your personal contacts list.
- The Find Someone button in the top right will open your Contacts in a pop up window.

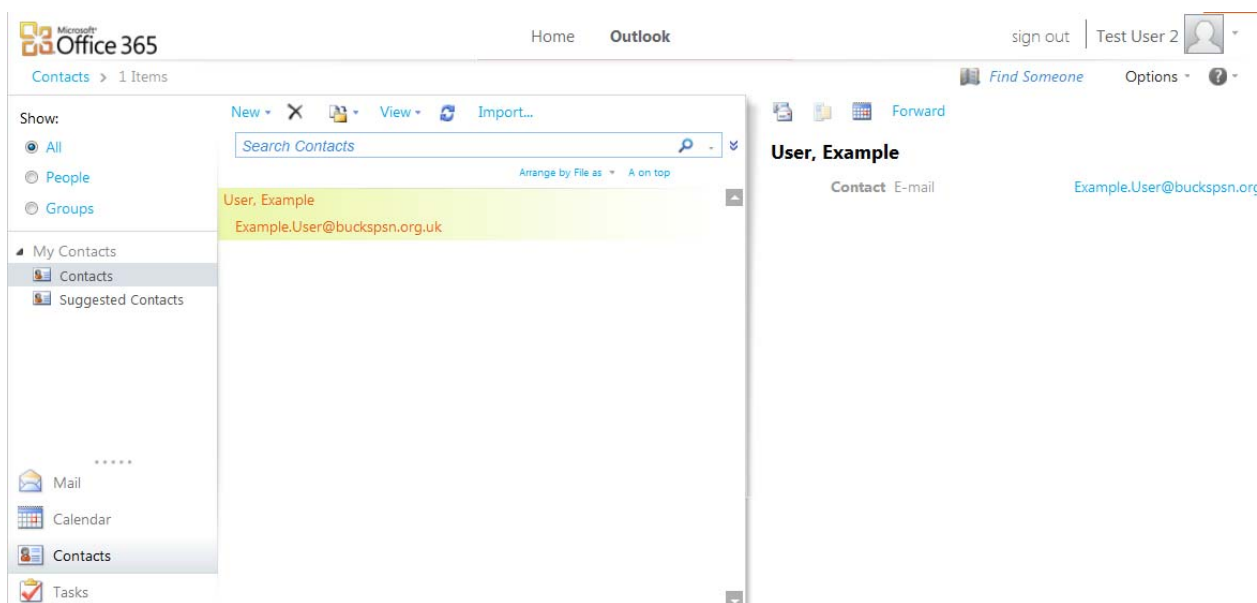


The Personal Contact List

You can view All, People or Groups in your personal contact list. Click the radio button under "Show:" to select from these views.

When you click on an address of an individual or group from the list, you can:

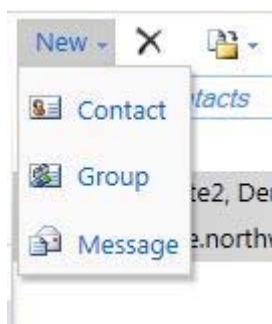
- E-mail the individual or group
- Set up a meeting request with the group or individual
- Forward the group or individual contact information to someone else



Creating New Contacts

You can create new individual or group contacts. *Click* on **New** in the contact toolbar and select:

- **Contact** - to create an individual contact.
- **Group** - to create a group contact.



When you create either a new group contact, a window opens for you to enter in information about the group.

1. *Type* a name for the group in **Group Name**.
2. *Click* **Members** and your Contacts will open for you to find names to add.

1. *Type* the name you want to search for in the **search** box and *click* on the little **magnifying glass**.
2. *Click* on the **name** and then *click* **Members** at bottom of the window. The name will show up in the field next to **Members**.
3. To add more names, repeat steps 1 and 2.

4. When finished adding names, *click* on OK.

Address Book

- Default Global Address ...
- All Rooms
- Show other address lists

Contacts

- My Contacts
 - Contacts
 - Suggested Contacts

Search Contacts

Arrange by File as A on top

User, Example

Example.User@buckspn.org.uk

User, Example

Contact E-mail

Member selections:

Members -> Example.User@buckspn.org.uk;

OK Cancel

3. Back in the add group contact window, *click* on **Add to Group** to add the names to the group. The names you added will appear as a list under **Name**.
4. *Click Save and Close* when you are done. Your new group contact will appear in your contact list.

Save and Close

Group Name Example Group

Members... Add to Group

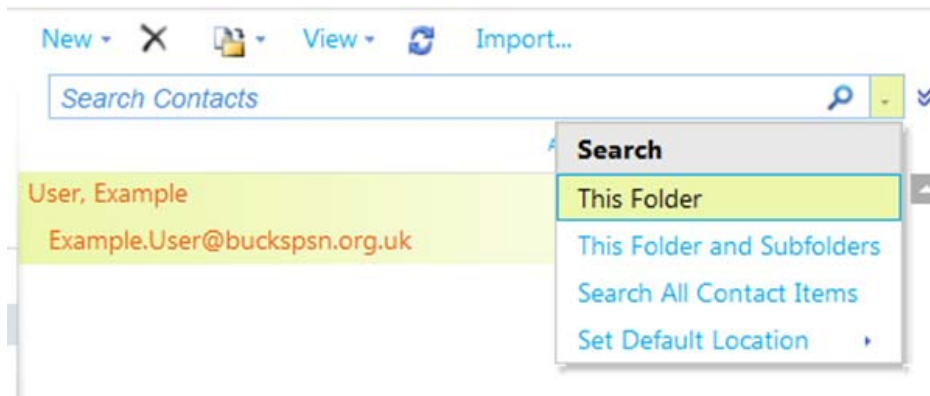
Name	E-Mail
Example.User@buckspn.org.uk	Example.User@buckspn.org.uk

Search OWA

How to Search

You'll find a search window at the top of the list for E-mail, contacts or tasks. If you click the down arrow next to the search box you will have several choices to choose from:

- **This Folder** - Searches in folder you are in currently.
- **This Folder and Subfolder** - Searches a folder and its subfolders.
- **Entire Mailbox** - Searches the contents of your entire mailbox.
- **Set Default Location** - Lets you choose what folder to search in by default.



You can also perform advanced searching. For **Advanced searching**, click the chevrons to the right side of the search window to select additional options to narrow the range of your search. In Mail, you can narrow your search to the following:

- **Results in** - the subject and message body, message body only, or subject only.
- **From** - or sent to a specific person or group.
- **Category** - Items in a specific category.
- After you configure your search, click **Enter** or **Search** to start your search.



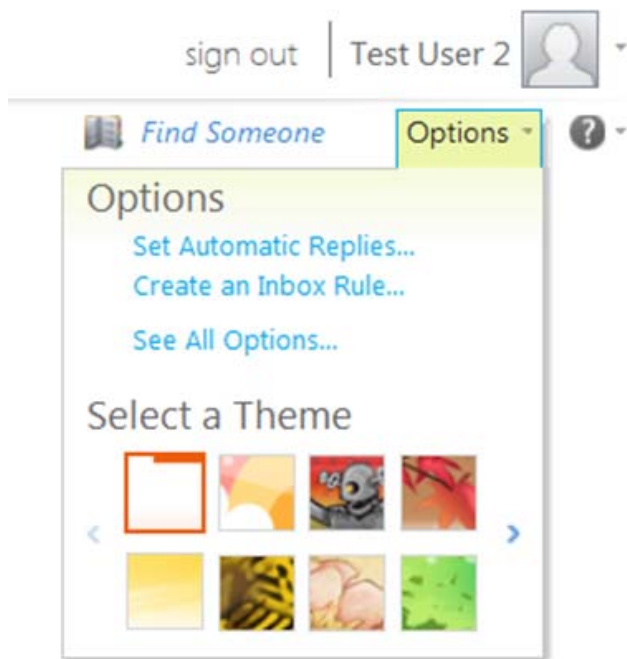
Advanced Features

E-mail Signature

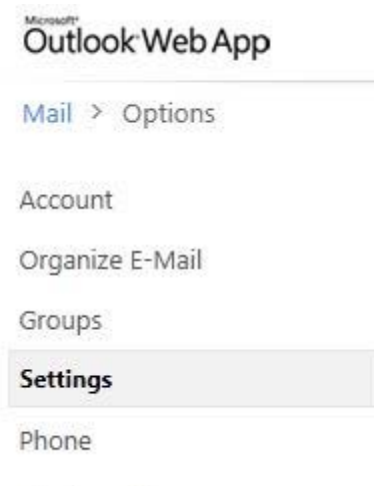
Adding an e-mail signature can help to ensure that your e-mail meets professional standards, represents the quality of your work and your school's business, and provides relevant information to support business processes. Suggested guidelines to consider when

creating your e-mail signature are outlined in the Updata Email Signature Best Practice Guide.

1. *Click on Options* in the upper-right portion of the screen.
2. *Click See All Options* in the drop down menu.



3. *Click on Settings*.



4. *Type your signature* in the **E-Mail Signature** text box.
5. *Click Automatically include my signature on messages I send* if you want the signature to appear by default on your outgoing e-mail.

E-Mail Signature

Type your signature here.

☐ Automatically include my signature on messages I send

6. *Click Save* in the lower-right portion of the screen.
7. If you did not choose to automatically include your signature on outgoing e-mail, you must manually insert it. In the new email window, *Click* the **Insert Signature** button. Your signature will appear in the text of your message

Send Attach Insert Bold Italic Underline Text Color Background Color Options...

From: |

To: |

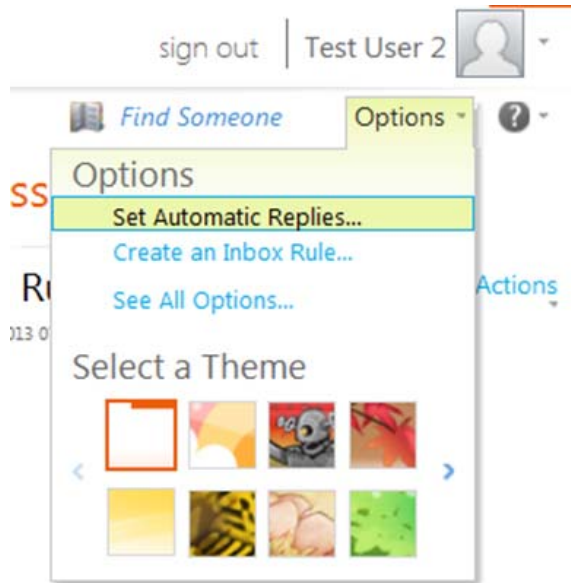
Cc: |

Subject: |

Tahoma 10 B I U Bulleted List Numbered List Link

Out of Office Messaging

1. Click the **Options** dropdown menu, and select **Set Automatic Replies**.



2. *Click* the **Send automatic replies** radio button and choose:
3. *Select* Start and End times.
4. *Type* a message about being out of the office, i.e. "I will be out of the office from June 1-June 5.....".
5. *Click* **Save** when you are done.

Automatic Replies

Create automatic reply (Out of Office) messages here. You can send replies to senders the whole time you're away or for a specific period of time.

☐ Don't send automatic replies





















☒ Send automatic replies

☐ Send replies only during this time period:

Start time: Thu 5/5/2011 11:00 AM

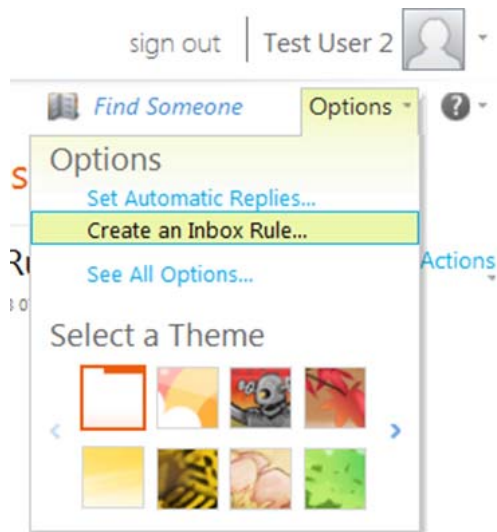
End time: Fri 5/6/2011 11:00 AM

Send a reply once to each sender inside my organization with the following message:

Tahoma 10 **B** **I** **U** **abc**                    

Set Mail Rules

1. Click on Options.
2. Click Create Inbox Rule in the drop down menu.



3. Click New. This opens the New Inbox Rule window.



4. Select a condition that triggers the rule in the When the message arrives, and: drop down menu.

5. In this example, *select* It was received from... This opens the Global Address List.

New Inbox Rule

*Required fields

Apply this rule...

* When the message arrives, and:

Select one

Select one
It was received from...
It was sent to...
It includes these words in the subject...
It includes these words in the subject or body...
It includes these words in the sender's address...
My name is in the To or Cc box
[Apply to all messages]

6. *Search* for a sender in the list and *double click* on their **name**. They will appear in the **From** field at the bottom of the screen. You can select more than one sender. *Click OK* when you are finished.

Address Book

- Default Global Address...
- All Rooms
- Contacts
- My Contacts
 - Contacts
 - Suggested Contacts

Search Contacts

User, Example
Example.User@buckspn.org.uk

User, Example

Contact E-mail

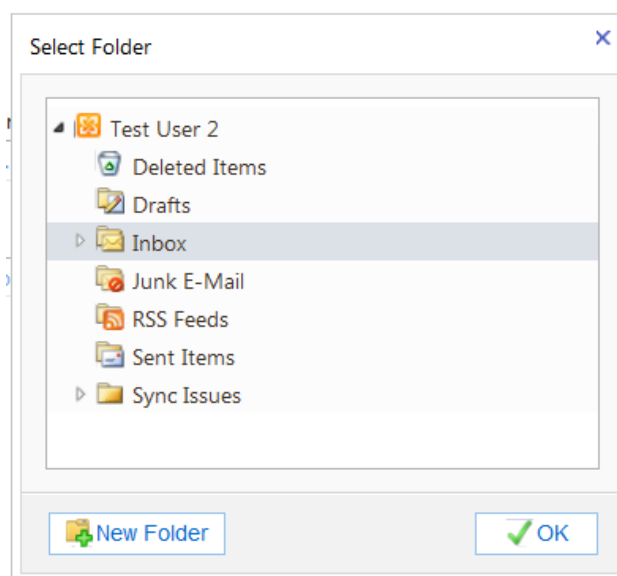
Message recipients:

From ->
Example.User@buckspn.org.uk;

OK
Cancel

7. *Select* an action for the rule to take in the **Do the following:** drop down menu.
8. In this example, *select* Move the message to folder... This opens a list of your folders.

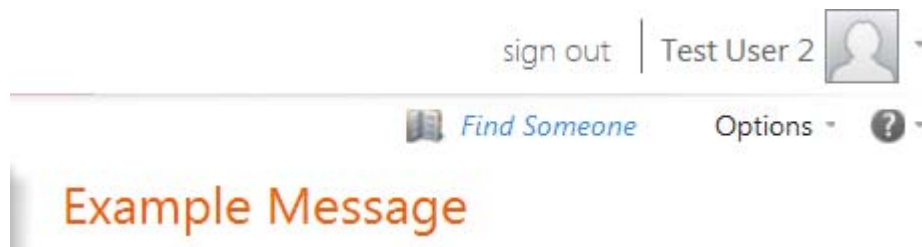
9. *Select* the Folder you want in the list that appears and *click* OK.



10. *Click* Save. Your rule is now in effect.

Sign Out

Be sure to sign out so that no one can access your BucksGfL data. Click the **Sign Out** button in the top right-hand corner; you will then be asked to close the browser by clicking the close button.



Support Contacts

If you require any help or support with OWA then please use the details below

Updata Customer Support

Updata Customer Support Number:

08455650566

Updata Customer Support Email Address:

customer.support@updata.net